



Position: Employment Specialist
Reports To: Program Manager
Classification/FLSA: Full-Time/Non-Exempt

POSITION SUMMARY:

Upward Bound House (UBH) is a nonprofit organization whose mission is to eliminate homelessness among families with children in Los Angeles by providing housing, supportive services, and advocacy. The organization carries out this mission by operating programs that provide both temporary and permanent housing resources to homeless families. UBH's integrated programs provide clients with concentrated and coordinated access to services according to their needs.

The Employment Specialist provides direct client services in the areas of employment counseling, job coaching, skills assessment, skills training, job development, job placement, increased government benefits, and retention services; including intervention and advocacy. This position will assist families that are enrolled in our Family Reunification and Housing for Health programs, which provide intensive case management and rapid rehousing services. This position will work with our families in South Los Angeles.

ESSENTIAL RESPONSIBILITIES:

- 1) Provides employment consultation for new clients and working clients as needed, through information and assessments.
- 2) Leverages client background and experience through employment consulting, to assist in client's goal setting and career mapping.
- 3) Determines participant's skills, work preferences and individual needs through screening and assessment.
- 4) Develops clearly written Individualized Employment Plans (IEP) based on assessment and participant goals. Updates IEP on a regular basis as participant objectives are met.
- 5) Matches participants to jobs utilizing assessment and job site analysis information.
- 6) Fulfills assigned number of job placements per month into part-time or full-time employment.
- 7) Performs job-coaching duties for participants. Serves as a positive role model to participant and employer, modeling appropriate work skills, behavior and social interaction.
- 8) Assists participants in completing job applications and other job search and readiness requirements.
- 9) Maintains regular contact with employers to keep abreast of employer satisfaction, and to provide placement follow-up and participant commitment.
- 10) Recruits, assess, places and conducts employment readiness training for participants such as career counseling, world of work and labor market information.
- 11) Provides services/interventions to help participants retain employment. Interventions may include counseling, advocacy, job coaching, skill training, assessment and referral.
- 12) Participates in training to improve skills in the use of structured training techniques for teaching job performance skills, job related skills and work behaviors.
- 13) Collects employment verifications from employers and participants (i.e. paystubs, employment offer letter etc).
- 14) Researches periodic reports of employment opportunities and employment trends in the labor market.
- 15) Assists with the coordination of employment related events/activities: Career Fairs/Employer Advisory Committee, etc.

- 16) Develops mainstream jobs in the community through regular contact with business and industry to obtain suitable employment opportunities for program participants. Analyzes work sites for quality and to identify work skills required in order to appropriately match participants to employment opportunities.
- 17) Identifies potential employers with a focus on developing employment opportunities for program participants.
- 18) Identifies areas where participants can apply to obtain or increase entitlement benefits such as CalFresh, CalWorks, SSI/DI, etc.
- 19) Works collaboratively with UBH's case management and housing team members to eliminate participant barriers that can interfere with the job.
- 20) Documents and maintains up-to-date information on services provided to participants in the agency's client tracking database and Homeless Management Information System (HMIS).
- 21) Participates in regular case conferencing meetings and attends staff trainings as required.
- 22) Maintains electronic and hard copy case records in participant file.
- 23) Prepares regular written reports of job development and placement activities as assigned.
- 24) Perform other duties as assigned.

QUALIFICATIONS:

- 1) Bachelor's degree from an accredited college or university in social work, human services or a related field, or other field related to the provision of employment services; a combination of education and experience may be substituted.
- 2) Two years' experience providing services to persons experiencing homelessness.
- 3) Knowledge of: general goals and purposes of public social services programs; techniques for interviewing and gathering information from varied populations; arithmetic skills sufficient to interpret participant income and expense information to identify general eligibility for services and benefits within program requirements.
- 4) Demonstrated experience working with challenging populations; including those with criminal backgrounds, mental health, chemical dependency, emotional/behavioral issues, special education, and/or literacy issues.
- 5) Ability to read, apply, interpret, and explain State and Federal regulations, policies, and procedures governing assigned employment program areas and program guidelines.
- 6) Strong verbal and written communication skills as well as time management skills.
- 7) Proficiency in MS Office Suite (Word, Excel, PowerPoint, Outlook) and any other database software(s) used to track service delivery.
- 8) Strong ability to effectively resolve and cope with immediate conflict and/or crisis situations.
- 9) Experience using a data management system to record client information and interactions.
- 10) Knowledge of Trauma-Informed Care and Practices a plus.
- 11) Ability to work collaboratively, but independently.
- 12) Creative problem-solving skills.
- 13) Exceptional organizational skills.
- 14) Ability to work with diverse population.
- 15) Employment with UBH is contingent on completion of satisfactory background check.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid California Driver's License and proof of auto insurance.
- TB Test Clearance (upon hire).

TO APPLY:

To be considered for a position, email resume to hr@upwardboundhouse.org. Please be sure to reference **Job Title** in the subject line of your email. Due to the volume of resumes received, no calls or faxes regarding submission will be returned. Your resume will only be routed correctly and considered, if all the qualifications are met.